Ellex Company Updates

2010 Holiday Period – Office Closure Dates

Where has the year gone? The holiday season is almost upon us once again and we would like to notify you of the following office closure dates taking place during the festive season. Please refer to these dates outlined below:

Adelaide Head Office:	December 22 (noon) to January 10, 2011
Ellex Services Europe:	December 27 to 31, 2010

Please be advised that the Sales Administration Department, based out of the Adelaide head office, will be available from Wednesday 29 December through to Friday 31 December (inclusive). In addition, there will be a skeleton staff operating from this department from Tuesday 4 January through to Friday 7 January, 2011. Please contact Stacey Crane, Account Manager at **scrane@ellex.com** for any assistance throughout this period.

Global Service will provide an update to all distributors shortly concerning the technical support coverage taking place during the holiday season.

Sales and Marketing Updates

Last Call for Registrations: Global Sales Training, November 2010

Now is the time to register if you haven't already done so for our next Global Sales Training Course, taking place from November 2 – 5, 2010 in Clermont-Ferrand, France.

The course will be divided into three sessions over three and a half days, offering comprehensive training on lasers and ultrasound, with a specific focus on the **New Generation Eye Cubed™** ultrasound system. Not only will the course provide you with a comprehensive overview of Ellex products and their clinical applications, but you will also have the opportunity to experience these products in a hands-on environment.

Please be advised that each training day will commence at 9:00am and will conclude at 5:30pm, except for the final day, which will conclude at 12:30pm. It is important that participants arrive in Clermont-Ferrand one day before training commences and do not leave the course until 12:30pm on the final day.

If you are yet to secure your place at this course, please contact Nicolas Bruel at **nbruel@ellex.com**.

Sales and Marketing Updates

Special Pricing Offers from Ellex: Clearance Sale

We are pleased to offer a limited number of ex-demonstration Solitaire™ accessories at special distributor prices. Please refer below for further details.

Ex Works Adelaide, Australia

Part Number	Description	Items / Serial Number	Discount and Conditions
			35% from List Price
6339510	Solitaire LIO	4C1085	6 months warranty
		4C1153	6 months warranty
		4C1181	6 months warranty
6339555	Endo Probe, Peripheral Curved, 25 gauge	1 box	Expiry 25 February, 2011

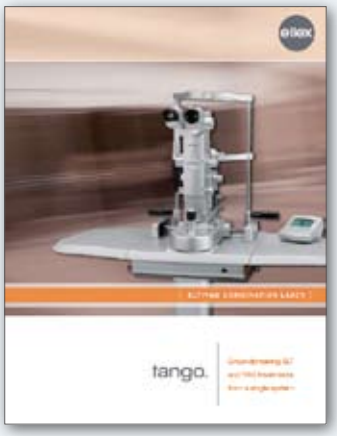
Ex Works Clermont-Ferrand, France

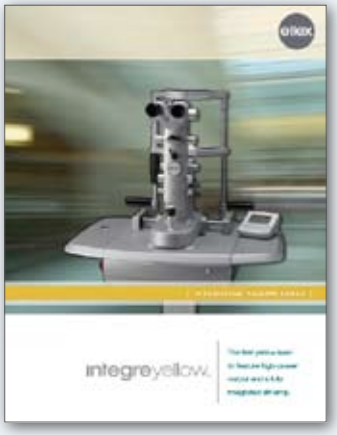
Part Number	Description	Serial Number	Discount and Conditions
			35% from List Price
6341120	HS Adapter w/ Micromanipulator	4K1030	6 months warranty
6339690	Wall Mount - Adapter	N/A	6 months warranty
6339520	Zeiss Fixed Safety Filter	4F1115	6 months warranty
6328535	Power Control Footswitch	N/A	6 months warranty

Please be quick to avoid missing out on these special offers. If you would like to secure any of these items, please contact Stacey Crane at **scrane@ellex.com**. Numbers are limited and are available on a first come, first served basis.

Sales and Marketing Updates

Updated Electronic Product Brochure Files





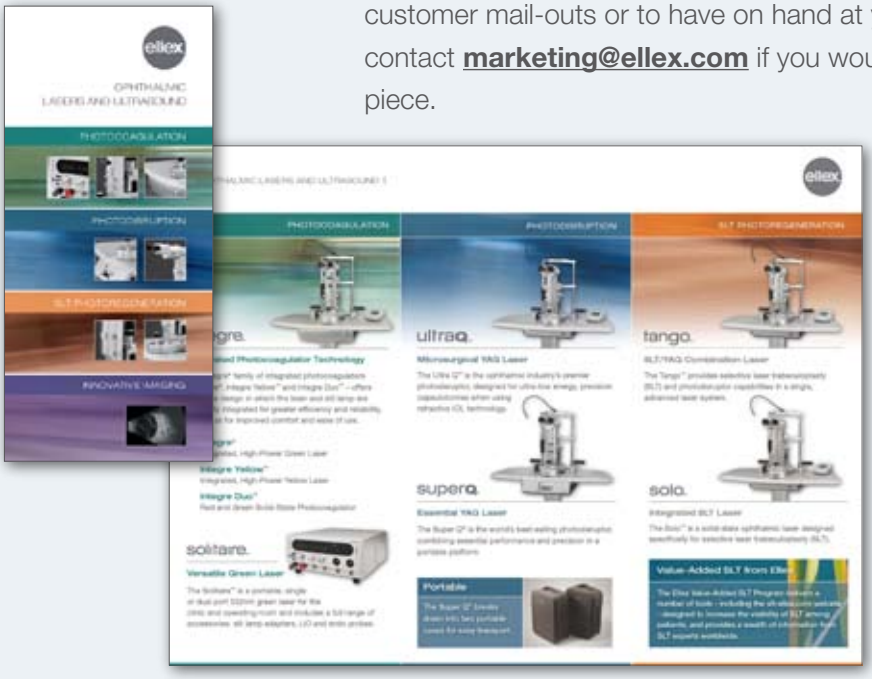
The Ellex product brochures have recently undergone a revamp and electronic versions of these files are now available for the full line of Ellex laser and ultrasound products. Whilst some of these updates are only subtle, you will notice content and design updates for the most part, including the introduction of a new SLT segment color featured in the Tango™ and Solo™ brochures.

Electronic copies of each brochure can now be downloaded from the 'downloads and links' section of each respective product page at **www.ellex.com**.

If you with to translate these brochures to meet your local market needs, please contact **marketing@ellex.com** for artwork files and copy files for translation. Artwork files will soon be made available via the Ellex website. Please also keep an eye out for the new Ellex Marketing Materials Reference Guide, available online shortly.

Please be advised that printed versions of these new brochures will be available towards the end of the year.

And we are pleased to advise that the ever-popular All Product Pamphlet (International) is back in stock. This smaller format provides an all-inclusive overview of the complete line of Ellex products and is the perfect size for customer mail-outs or to have on hand at your tradeshow exhibits. Please contact **marketing@ellex.com** if you would like to place an order for this piece.



Sales and Marketing Updates

Ellex: Here, There and Everywhere!

Over the coming weeks and months Ellex will be participating in a number of congresses and symposia around the world. Please refer to the following Ellex events schedule below:

November 2010

Global Sales Training
2 – 5 November
Clermont-Ferrand, France

ICGS
11 – 15 November
Delhi, India

Global Service Training
15 – 26 November
Clermont-Ferrand, France

APVRS Congress
19 – 21 November
Singapore

RANZCO
20 – 24 November
Adelaide, Australia

December 2010

Russian Glaucoma Day
3 December
Moscow, Russia

Asia-Pacific Joint Glaucoma Congress
3 – 4 December
Taipei, Taiwan

International Symposium on Macular Diseases
11 December
Belgrade, Serbia

We will provide further details for the events listed above over the coming months. In the meantime, please visit **ellex.com/events** to keep up to date on Ellex's event schedule and for the opportunity to register to attend selected events.

Global Service Updates

Introduction of Super Q V2 Console

Ellex has revised the design of the Super Q® console. Please be advised that the design change does not impact the clinical use, product registration, certification, or the exterior appearance of the Super Q® and will only impact spare parts. Please refer below for a summary of this change, as well as the impact this will have on spare parts.

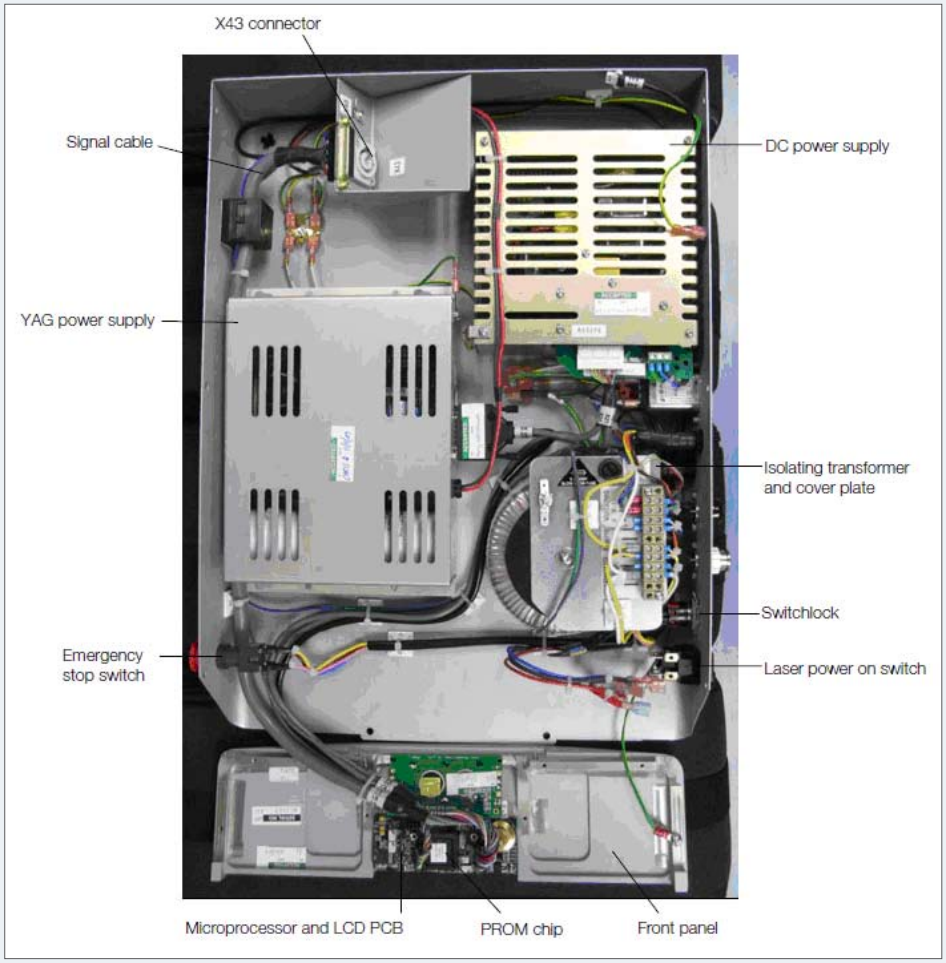
Nb. this change was implemented on Super Q® serial number 10400.

Summary of Design Change

The voltage selector, isolating transformer and DC power supply have been removed and replaced with the multi-voltage DC power supply, used in the Tango™, Solo™ and Ultra Q™ consoles. It is therefore no longer necessary to select the input voltage on the console.

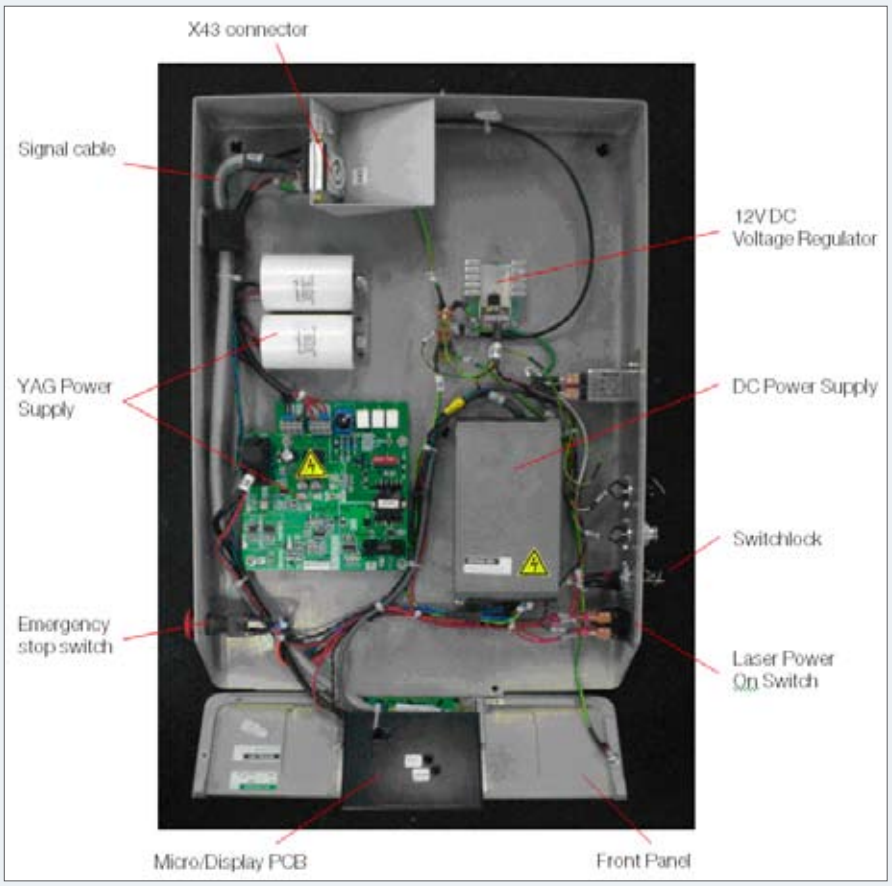
The YAG power supply has also been redesigned using surface mount components and has exactly the same function and is 100% compatible with the previous PCB.

Fig A. Original Super Q® Console (< S/N: 10400)



Introduction of Super Q V2 Console continued

Fig B. New V2 Super Q® Console (≥ S/N 10400)



Spares

DC Power Supply

3017362 SPARE, DC PSU, SQ (< S/N:10400)

6933773 SPARE, DC PSU, TSU & SQv2

YAG Power Supply

6917363 SPARE, YAG PSU, SUPER Q®

(Note that this includes the PCB and capacitors and fits all Super Q® consoles)

Isolation Transformer

6928945 SPARE, TRANSFORMER, LQP3106, SUPER Q®

If you have any questions relating to this update, please contact Craig Leak at **cleak@ellex.com** or **eservice@ellex.com**.

Global Service Updates

Integre Yellow Error Codes

During the verification and validation of the Integre Yellow™ software (V3.02), an issue with a subset of error codes being reported incorrectly has been identified. This was noted in the Integre Duo™ / Integre™ and Integre Yellow™ Service Manual (Issue 2.0) released at the time.

This update is to ensure that the issue is understood and communicated to all distributors.

Errors Affected

All Eye Safety Filter errors are incorrectly reported as **E512 - Power Monitor Fails to Detect Power**. If you receive an E512:

1. Check the flat cable connected to the Eye Safety Filter for good condition and contact.
2. Check the Eye Safety Filter for free and smooth movement.
3. Attempt to operate the system with the Eye Safety Filter in the fixed position.
4. If the Eye Safety Filter appears to be functioning correctly, troubleshoot the Power Monitor and the Laser Cavity for correct operation.

Errors Logs and System Config files

Please note that the Error Logs and System Config files cannot be exported to the MMC+ card in the Service mode. If you attempt to export the files, the system will report an E212 error and automatically restart. We do not currently have a solution to this and the logs cannot be exported from the system.

The above issues will be resolved in the next release of Integre Yellow™ software.

If you have any questions relating to this update, please contact Craig Leak at **cleak@ellex.com** or **eservice@ellex.com**.

Global Service Updates

New Generation Eye Cubed (V4) Software Update V1.1.0

Ellex is pleased to announce the V1.1.0 software release for the New Generation Eye Cubed™ (V4) Ultrasound. The V1.1.0 software is the first major software release for the New Generation Eye Cubed™ and introduces a number of feature enhancements and resolves minor software issues.

A number of customers have requested an improvement to the quality of the reports. Unfortunately we were not able to include this enhancement in this release due to technical difficulties. We have therefore decided to issue a minor software release which will include the report quality enhancements. This release is expected to be available mid-to-late November 2010.

There is no known safety or regulatory issue with the current version, so the distributor/ customer can install V1.1.0 or wait for the November release which will include the enhancements to report quality.

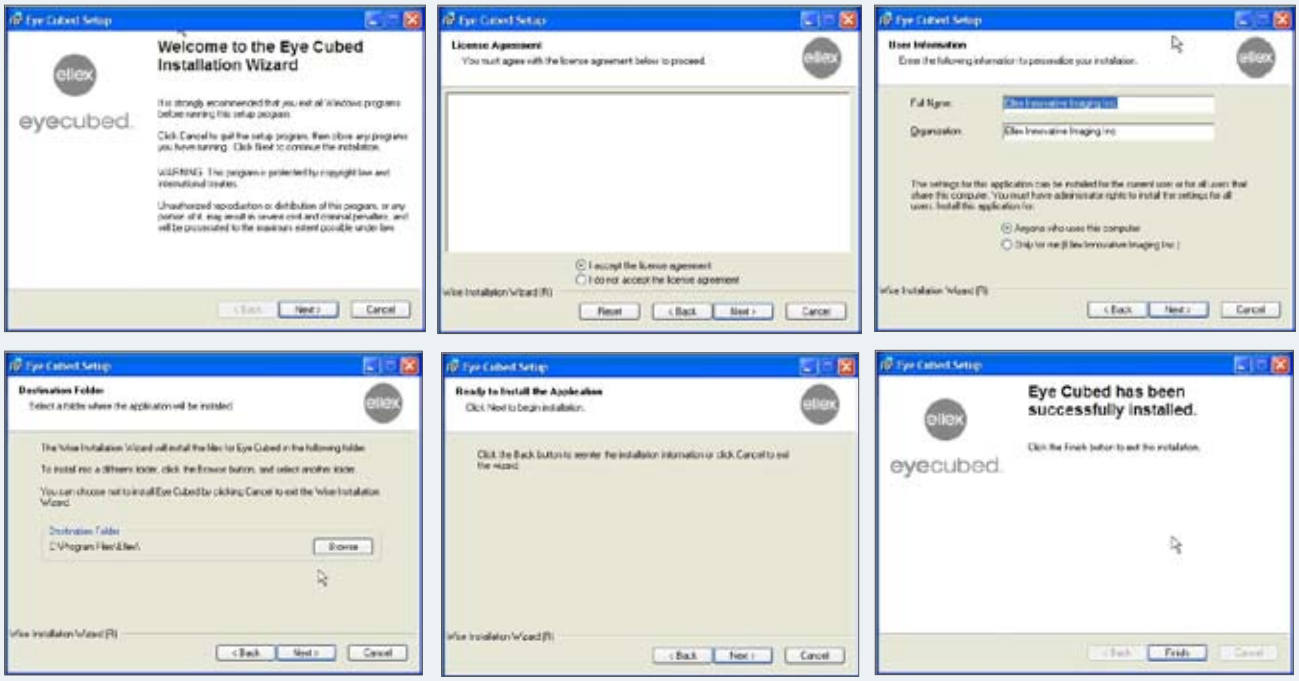
Please refer to the Release Notes at the end of this update to review the enhancements included in V1.1.0.

Upgrade Instructions

1. Log into the distributor section of **www.ellex.com**.
2. Download the **V4_Update_V1.1.0.zip** file and unzip the file to a USB drive. The zip file contains the following:
   - V1.1.0 Software Installer
   - A copy of this Service Bulletin and What's New – Release 1.1
3. Start the Eye Cubed™ Console and log-in as Administrator.
4. While the upgrade should not affect the patient or system data, ensure you perform a full archive prior to commencing the upgrade.
5. Press <CTRL-ALT-SHIFT-X> to exit the Eye Cubed™ application.
6. Copy the file **eyecubedV4_1.1.0.msi** to the Desktop and double-click the icon.
7. Select REMOVE to uninstall the current Eye Cubed™ software.

8. Double-click on the **eyecubedV4_1.1.0.msi** icon again to install the Eye Cubed™ V1.1 software.

New Generation Eye Cubed (V4) Software Update V1.1.0 continued



9, When the installation is complete, reboot the Eye Cubed™ Console.
10. Log-in to the Eye Cubed™ software and verify that the installation was successful.
11. Ensure all data and parameters are the same as before the upgrade.
12. Check all probe modality prior to using the system clinically.
13. Delete the **eyecubedV4_1.1.0.msi** file from the Desktop.
14. Logoff and shut the system down.

V1.1.0 Software Release Notes

What's New – Release 1.1

With each major release of Eye Cubed™ software, Ellex will release a 'What's New' document detailing the changes affecting the end-user since the previous major release. This document is included in the **V4_Update_V1.1.0.zip** which you need to download from **www.ellex.com** and is also available from the Help tab in the Eye Cubed™ software.

Technical information for Service Engineers is detailed below in the Technical Release Notes.

Technical Release Notes – Release 1.1

License Skeleton

Previous versions of software had no way to export a license skeleton in the event that the license is no longer valid (for example: after a hard disk replacement).

New Generation Eye Cubed (V4) Software Update V1.1.0 continued

Please follow the below process with V1.1.0 software if the software detects an invalid license:

- Log in as Administrator and stop the Eye Cubed™ software by pressing CTRL-ALT-SHFT-X.
- Delete or rename the invalid license file:
  E:\EyeCubedApplicationData\eyecubedlicense.ecl.
- Re-start the Eye Cubed™ application.
- The software will save a file called **skeleton.ecl** to the Windows Desktop.
- Copy **skeleton.ecl** to an email and send the email to **license@ellex.com**.
- Ellex will email back the new **eyecubedlicense.ecl** file.
- Copy the **eyecubedlicense.ecl** file to E:\EyeCubedApplicationData and restart the console.

Hard Disk Replacement

If the Hard Disk is replaced, you will need to perform the following process:

- Log in as Administrator and stop the Eye Cubed™ software by pressing CTRL-ALT-SHFT-X.
- Delete the file **E:\EyeCubedApplicationData\systemid.eir.**
- Change the computer name to the system serial number (eg. V410-12345) by opening the Control Panel / System / Computer Name / Change.
- Reboot the Eye Cubed™ console.
- Generate the License Skeleton as above or copy the license file from the old hard disk (if possible).

If you have any questions relating to this update, please contact Craig Leak at **cleak@ellex.com** or **eservice@ellex.com**.

Global Service Updates

Last Call for Registrations: Global Service Training, November 2010

This is our last call for registrations for the upcoming Global Service Training Course, to be held in the offices of Ellex Services Europe, Clermont-Ferrand, France. The course will take place from Monday 15 November to Friday 26 November, 2010 and will offer all participants comprehensive service training on the entire Ellex pro duct range.

Please refer to the following agenda overview for the topics that will be covered throughout the course.

Week One: YAG, SLT and Ultrasound

Monday 15 November (9.00 – 5.00pm)

- Ellex overview
- Laser generalities
- Super Q presentation
- Super Q “hands on” including module replacement, alignment, calibration, slit lamp adjustments, trouble shooting and PAF processes

Tuesday 16 November (9.00 – 5.30pm)

- Discussions/questions on previous day
- Super Q “hands on” continued
- Ultra Q / Solo / Tango presentation
- Ultra Q / Solo / Tango “hands on” including module replacement, alignment, calibration, slit lamp adjustments, trouble shooting and PAF processes

Wednesday 17 November (9.00 – 5.30pm)

- Discussions/questions on previous day
- Ultra Q / Solo / Tango “hands on” continued

Thursday 18 November (9.00 – 5.30pm)

- Discussions/questions on previous day
- Ultra Q / Solo / Tango “hands on” continued

Friday 19 November (9.00 – 4.30pm)

- Discussions/questions on previous day
- Ultrasound presentation
- Eye Cubed presentation
- Eye Cubed “hands on” including operation, probe use and performance verification

Last Call for Registrations: Global Service Training, November 2010 continued

Week Two: Photocoagulators and Ultrasound

Monday 22 November (9.00 – 4.30pm)

- Solitaire presentation
- Solitaire "hands on" including service mode menus, module replacement, alignment, calibration, trouble shooting and PAF processes

Tuesday 23 November (9.00 – 5.30pm)

- Discussion/questions on previous day
- Integre
- Integre "hands on" including service mode menus, module replacement, alignment, calibration, slit lamp adjustments, trouble shooting and PAF processes

Wednesday 24 November (9.00 – 5.30pm)

- Discussion/questions on previous day
- Integre Duo presentation
- Integre Duo "hands on" including service mode menus, module replacement, alignment, calibration, slit lamp adjustments, trouble shooting and PAF processes

Thursday 25 November (9.00 – 5.30pm)

- Discussion/questions on previous day
- Integre Duo "hands on" continued

Friday 26 November (9.00 – 4.30pm)

- Discussion/questions on previous day
- Ultrasound presentation
- Eye Cubed presentation
- Eye Cubed "hands on" operation, probe use and performance verification

Please note: Week One (YAG, SLT and Ultrasound) and Week Two (Photocoagulators and Ultrasound) may be attended separately, or consecutively for training in the complete Ellex product line.

Places are strictly limited, so we suggest you secure your attendance soon, if you haven't already done so. Please **click here** to download the course enrolment form; completed forms are to be returned by email to **eservice@ellex.com**.

For additional course information, please contact Craig Leak at **cleak@ellex.com** or Youssef Afkir, at **yafkir@ellex.com.**